

SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☐ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☒ KITCHEN PRODUCTS
☐ COMMERCIAL LAUNDRY

K8178502A
June 2005

THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:



**Remove & destroy
pointer K8178502
dated April 2005**

Whirlpool & Inglis Plastic Tall-Tub Dishwasher Heater Rework #R17365

Models	Min Of Serial	Max Of Serial
DU1050XTPB	FR3201001	FR5006380
DU1050XTPQ	FR3601001	FR4513210
DU1050XTPS	FR3601001	FR4505440
DU1050XTPT	FR3601001	FR5003773
DU1100XTPB	FR3701001	FR5008360
DU1100XTPQ	FR3601001	FR5010714
DU1100XTPS	FR3701001	FR5005740
DU1100XTPT	FR3801001	FR5006500
DU1101XTPB	FR4101001	FR4901770
DU1101XTPQ	FR4001001	FR5002565
DU1101XTPS	FR4201001	FR4501275
DU1145XTPB	FR3601001	FR5010610
DU1145XTPQ	FR3701001	FR5008230
DU1145XTPS	FR3601001	FR5001920
DU1148XTPB	FR3601001	FR5004770
DU1148XTPQ	FR3601001	FR5002475
DUC600XTPQ	FR3501001	FR4304556
DUL240XTPB	FR3901001	FR4601730

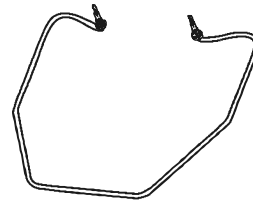
Models	Min Of Serial	Max Of Serial
DUL240XTPQ	FR3901001	FR4702455
DUL240XTPS	FR3901001	FR4701926
DUL240XTPT	FR3901001	FR5001600
GU2400XTPB	FR3201001	FR5016275
GU2400XTPQ	FR3601001	FR5011570
GU2400XTPS	FR3601001	FR5021684
GU2400XTPT	FR3601001	FR5009485
GU2500XTPB	FR3601001	FR5008450
GU2500XTPQ	FR3601001	FR5009490
GU2500XTPS	FR3601001	FR5011475
GU2500XTPT	FR3801001	FR5005280
GU2548XTPQ	FR3601001	FR4503190
GU2548XTPS	FR3601001	FR4502720
GU2600XTPB	FR3401001	FR4401725
GU2600XTPQ	FR3601001	FR4402300
GU2600XTPS	FR3601001	FR4602861
GU2600XTPT	FR3601001	FR3901275
IPU98660	FR3401001	FR4502540

ALL SERVICE POINTERS ONLINE: http://www.servicematters.com/tech_ref/tech_ref_main.htm, SERVICE POINTERS
COMMERCIAL LAUNDRY ONLY: www.whirlpoolcorp.com/cltpsc, TECHNICAL INFORMATION, SERVICE POINTERS
To receive pointers by email or FAX, or to edit or delete a current email or Fax from our distribution, see
http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe_all.html, or FAX changes to 269-923-5342.



Correct Element - No Need To Replace

FIGURE 1



Angular Element - Need To Replace

CONDITION DESCRIPTION:

Certain Whirlpool and Inglis brand plastic tall tub dishwashers were manufactured with a heating element that may cause a quality issue with the dishwasher.

RESOLUTION:

Inspect the Dishwasher to determine if it is a plastic tall tub model and falls within the serial number range specified. Verify whether the heating element is an angular (square) type or round (horseshoe) type as pictured in Figure 1 above.

If the round (horseshoe) type heater is present, no further service action will be required. Record the model and serial number and follow the standard document processing procedure noting that the unit was inspected and that the round (horseshoe) heating element was present on the machine. Be sure to use rework number R17365 when filing the claim.

If the heating element is the angular (square) type, it will need to be replaced with Kit #8194250 using the procedures listed on the following pages.

CORRECTION:

Install repair kit, part # 8194250, which contains:

- Heating Element
- Installation Instruction sheet
- Green labels (1/2" round)
- Customer leave behind

Part Kits should be ordered through Whirlpool authorized parts suppliers.

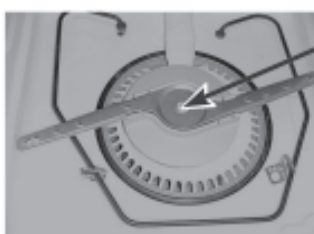
Dishwasher Heater Kit / Installation Procedures:

⚠ WARNING	
	Electrical Shock Hazard Disconnect power before servicing. Replace all parts and panels before operating. Failure to do so can result in death or electrical shock.

1. Unplug the dishwasher or disconnect the dishwasher from the power.
2. Open the dishwasher door and remove the lower dish rack.
5. Remove the upper spray arm water feed tube by first removing the two screws securing the tube to the dishwasher tub.

NOTE: The following procedure assumes that the dishwasher is installed in a recessed location and attached to the proper utilities. This procedure recommends removing the wash-motor assembly for easier access to the heating element. If the dishwasher is not installed, lay the dishwasher on its back & move ahead to step 21.

3. Remove the upper dish rack.



CENTER STUD

FIGURE 2

4. Remove the lower spray arm by holding the spray arm stationary and turning the center stud clockwise. (Fig. 2)

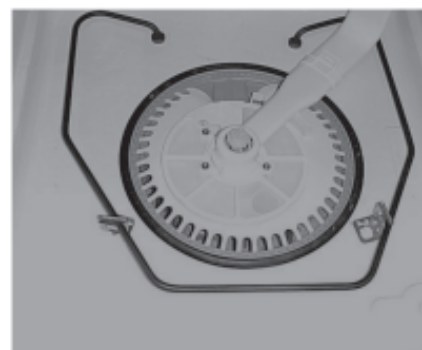


FIGURE 3

6. Turn the feed tube clockwise to disengage it from the pump and then remove it from the dishwasher. (Fig. 3)
7. For better access, remove the outer door panel by removing the eight #15-Torx screws securing the outer panel to the inner door panel.

8. Remove the lower access panel and the toe panel.
9. Remove the wiring connectors from the soil sensor and the drain pump.

NOTE: When removing the wires from the terminals, grasp the terminal behind the spade connector with a pair of locking pliers so as not to damage the connector. The spade connector can be damaged if it is removed by rocking back and forth or side to side. Always pull the spade connector straight off with the locking pliers.

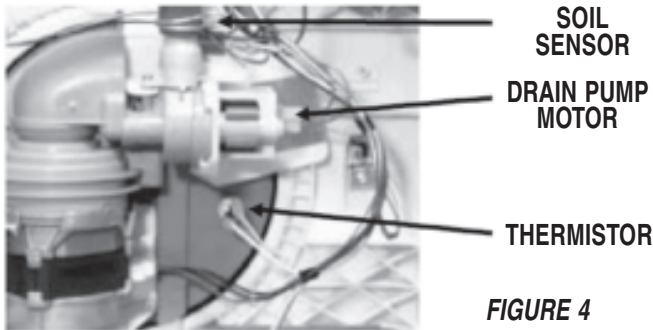


FIGURE 4

10. Remove the thermistor by turning it ¼ turn counterclockwise and then pulling it out of the sump. (Fig. 4)
11. Place a shallow pan or absorbent material under the drain hose connection at the soil sensor outlet to catch any water that may be in the drain hose. Disconnect the drain hose from the soil sensor outlet

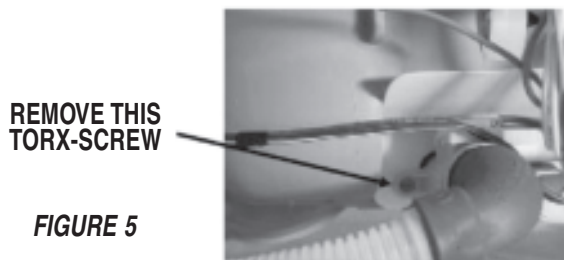


FIGURE 5

12. Remove the #15-Torx screw securing the soil sensor and remove the soil sensor. (Fig. 5)

NOTE: Be careful not to lose the rubber "O" ring that is attached to the soil sensor inlet.

13. Take note of the various shields attached to the wash motor assembly and be careful to return them to their proper locations during the reassembly.

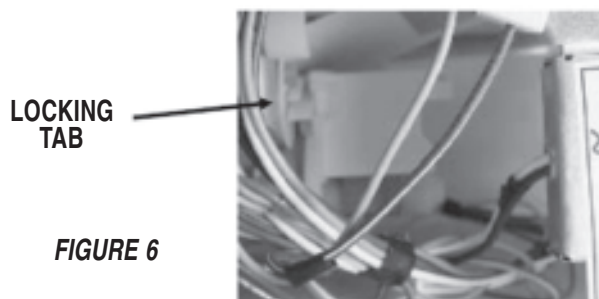


FIGURE 6

14. Remove the drain pump by depressing the locking tab and turning the drain pump counterclockwise. (Fig. 6).



FIGURE 7

15. Remove the 3 sump tabs by pulling them out of the sump. (Fig. 7).
16. Push upward on the front of the wash-motor assembly.
17. Open the dishwasher door.

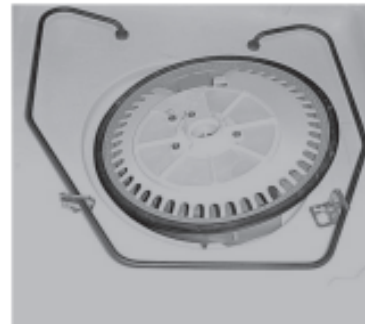


FIGURE 8

18. Pull the wash-motor assembly forward slightly and lift it out of the dishwasher tub. (Fig. 8).

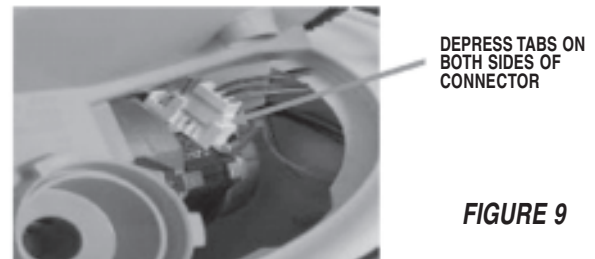


FIGURE 9

19. Disconnect the wash-motor wiring connector by depressing the tabs on either side of the connector and pull it out of the motor connector. (Fig. 9).
20. Remove the wash-motor assembly and set it aside.
21. To remove the heating element, first close the dishwasher door.

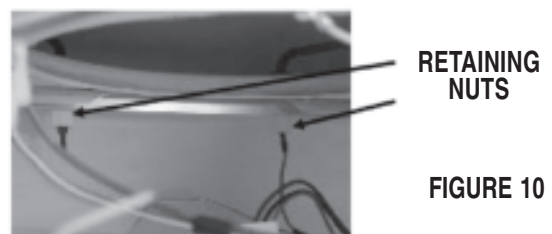


FIGURE 10

22. Accessing from below the tub assembly, loosen the heating element retaining nuts with a suitable wrench. (Fig. 10).

23. Open the dishwasher door.



FIGURE 11

24. Pull the heating element terminals into the dishwasher tub with the wires still attached. (Fig. 11).

25. Disconnect the wiring connectors from the heating element terminals.

NOTE: When removing the wires from the terminals, grasp the terminal behind the spade connector with a pair of locking pliers so as not to damage the connector. The spade connector can be damaged if it is removed by rocking back and forth or side to side. Always pull the spade connector straight off with the locking pliers.

26. Remove heating element from the retainers and the tub. (Fig 12).

27. Using a flashlight, thoroughly inspect along both sides of the tub bottom for any visible cracks or holes in the plastic that could be leaking. (Fig. 12)

THOROUGHLY INSPECT
ALONG BOTH SIDES OF
THE TUB BOTTOM WITH A
FLASHLIGHT FOR
CRACKS OR HOLES IN
THE PLASTIC.



FIGURE 12

28. If evidence of a crack or small hole is found in the tub, follow the standard repair procedure for this type of failure. (See figure 13, below). Otherwise, proceed to the next step...

NOTE: Be sure to inspect both sides of the tub bottom with a flashlight for any small cracks or holes that might be present. The picture below indicates the location that needs to be inspected and type of crack or hole to look for.

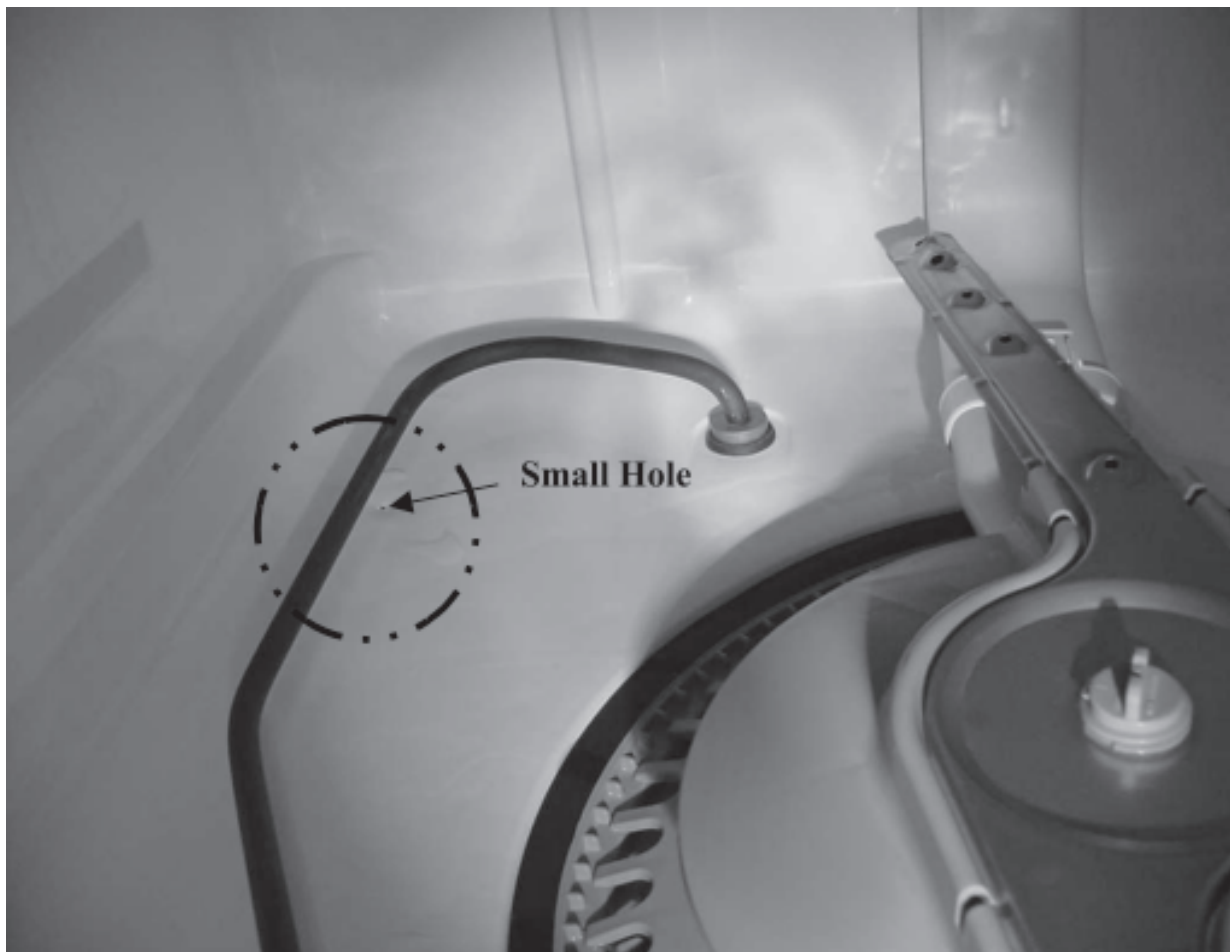


FIGURE 13

**BRACKET
RETAINER**

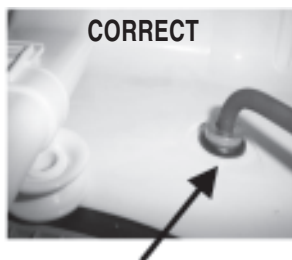


FIGURE 14

29. Install wiring connectors onto the new heating element and seat it into the mounting holes and the bracket retainers. (Fig. 14)
30. Start the heating element nuts onto the element by first turning each nut counterclockwise until you feel the thread drop into place.
31. When reinstalling the heating element, avoid cross threading by "back seating" the retaining nut. (Turn the nut counterclockwise until you feel the threads drop in). Hand tighten the nut by turning it clockwise until you feel the nut seat to the bottom of the tub. Using a suitable wrench, tighten the nut until it feels snug without overtightening.
32. If the heating element retaining nuts are over tightened or cross-threaded, damage to the nut can occur causing the tub to leak.



**RETAINING NUT
TOO LOOSE.
SEAL FLAT**



**RETAINING NUT
SNUG SEAL
COMPRESSED**

FIGURE 15

33. To be sure the heating element is installed properly, open the Dishwasher door. Inspect both heating element seals to be sure that the retaining nuts are snug enough to compress the seals to the tub bottom as shown in the above illustration (Fig 15), on the right. Following this procedure will eliminate the potential for tub leaks around the retaining nut seal.

NOTE: If the dishwasher was not installed in a recessed location, reassemble the dishwasher and then go to step #39.

34. Install the wash-motor assembly by first lubricating the sump gasket with rinse-aid.



**LUBRICATE SUMP
SEAL WITH RINSE
AID**

LOCATOR TAB

FIGURE 16

35. Locate the sump into the tub opening with the locator tab aligned with the slot in the tub. (Fig. 16)
36. Reverse the procedure to reassemble the dishwasher, making sure that all of the motor shields are reinstalled in their proper locations.
37. Plug the dishwasher back in, or reconnect the power to the dishwasher.
38. Run a complete short cycle to check for leaks and proper operation.

**INSTALL GREEN LABEL ON M/
S TAG, JUST BELOW THE
BRAND LOGO**

**IF D/W IS RE-CARTONED,
APPLY GREEN LABEL TO THE
M/S TAG ON OUTSIDE OF
CARTON.**

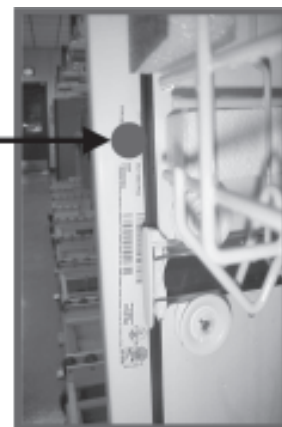


FIGURE 17

39. Install the green label supplied in the kit at the top of the model/serial tag just below the Brand logo. If the dishwasher is to be repackaged, place a second green label on the model/serial tag that is on the outside of the carton. (Fig 17)
40. Explain the repair procedure to the customer by covering the content of the "Leave Behind" material included in the kit.
41. Record all customer information including the model/serial number and the date of purchase for the dishwasher. Report all this information back to Whirlpool through the service claim process using project code #R17365.